



151 Southhall Lane, Ste 450
Maitland, FL 32751
P.O. Drawer 200
Winter Park, FL 32790-0200
www.inteserra.com

July 8, 2019

Via Overnight and Electronic Delivery

Mr. Walter L. Thomas, Jr., Secretary
Alabama Public Service Commission
100 North Union
Suite 950
Montgomery, AL 36104

**RE: Smart Communications Holding, Inc.
Application for a Certificate of Authority to Provide Inmate Phone Service Within Alabama**

Dear Mr. Thomas:

Enclosed for filing please find the Application for Certification to Provide Inmate Telephone Service in the State of Alabama submitted on behalf of Smart Communications Holding, Inc.

A check in the amount of \$100 will be sent via overnight delivery.

This filing has also been submitted through the Commission's electronic filing system.

Any questions you may have regarding this filing should be directed to my attention at 407-740-3005 or via email to swarren@inteserra.com. Thank you for your assistance in this matter.

Sincerely,

/s/Sharon R. Virginia

Sharon R. Warren
Consultant

tms: ALn1900

Enclosures
SW/im

**BEFORE THE
ALABAMA PUBLIC SERVICE COMMISSION**

APPLICATION OF:

Smart Communications Holding, Inc.

**FOR CERTIFICATE OF
PUBLIC CONVENIENCE AND NECESSITY
TO PROVIDE
INMATE PHONE SERVICE
WITHIN THE STATE OF ALABAMA**

(THIS SPACE FOR COMMISSION USE ONLY)

DOCKET NUMBER: _____

DATE APPROVED: _____

APPLICANTS PLEASE NOTE: APPLICATIONS MAY BE SUBMITTED VIA THE ALABAMA PUBLIC SERVICE COMMISSION WEBSITE AT [HTTP://WWW.PSC.STATE.AL.US/](http://www.psc.state.al.us/) OTHERWISE, THE ORIGINAL AND TEN (10) COPIES OF THIS APPLICATION AND ANY REQUIRED ATTACHMENTS MUST BE COMPLETED BEFORE FILING WITH THE COMMISSION. INCOMPLETE FORMS WILL BE RETURNED TO THE APPLICANT WITHOUT ACTION. ATTACH ADDITIONAL SHEETS WHERE NECESSARY.

SECTION 1
General

1.1 Application for Certificate of Public Convenience and Necessity to provide Inmate Phone Service (IPS) in the State of Alabama.

1.2 Name of company: Smart Communications Holding, Inc

Company address: 10491 72nd Street
Seminole, FL 33777

Telephone number: 941-799-1586

Fax number:

Toll Free: 888-253-5178

Company website, if applicable: [Https://smartcommunications.us](https://smartcommunications.us)

Designated company contact person: Terry Whiteside

Title: VP of Operations

Telephone number: 941-799-1586

Fax number:

Address (if different from above):

E-mail: terry.whiteside@smartjailmail.com

SECTION 2
Organization

2.1 Type of organization (Check one):

- Corporation
- Limited Liability Corporation (LLC)
- Individual
- Partnership
- Other (Please specify): _____

2.2 If filing as a Corporation:

Attach a copy of Articles of Incorporation and current by-laws.

Foreign Corporations must attach a copy of the Certificate of Authority to transact business in the State of Alabama issued by the Corporations Division, Alabama Secretary of State.

The Articles of Organization and Alabama Certificate of Authority are attached at Exhibit A.

2.3 If filing as a partnership: Not Applicable

Attach a copy of the Partnership Agreement.

Attach a list showing the names, addresses and contact information for all partners.

2.4 Non-Residents must designate an agent for services in Alabama upon process may be served:

Name:

Name of Firm: Corporation Service Company, Inc.

Address: 641 South Lawrence Street

Montgomery, AL 36104

Telephone: 800-927-9800

SECTION 3
Existing Authority

3.1 Does the applicant or any of the applicant's affiliated companies hold a current Certificate of Authority issued by the Alabama Public Service Commission for the following classes of service? Neither applicant nor any affiliates hold any of the following authorities.

Customer Owned Coin Operated Telephone (COCOT or PSP): Docket _____

Competitive Local Exchange Carrier (CLEC): Docket _____

Toll Resale: _____

Interexchange Carrier (IXC): Docket _____

Shared Tenant Service Provider (STS): Docket _____

3.2 Does the applicant or any of the applicant's affiliated companies hold certificate authority for Inmate Phone Service in any other state or territory?

Yes

No

If yes, list the locations:

Smart Communications currently holds certification in the following states:

Kentucky

3.3 Has the applicant ever been denied certification in any state?

Yes

No

If yes, list the state and the reason(s) for denial. _____

3.4 Has the applicant ever been subject to revocation of authority by any state?

Yes

No

If yes, list the state and the reason for revocation. _____

SECTION 4
Maintenance and Repair

- 4.1** List the manufacturer(s) of Inmate Phone Service equipment and software to be installed in institutions.

Nexus Inmate Telephone System (ITS)

- 4.2** Describe the capabilities, features and specifications of the system to be installed. Include brochures if available.

Smart Communications' Nexus Inmate Telephone System (ITS) is a state of the art, web-based system designed to provide Correctional Facilities with the essentials in inmate call control. The Nexus ITS advanced features provide a flexible system for controlling inmate calls, reducing fraud, and providing advanced investigative features and extensive reporting capabilities. The system is designed to adapt to the needs of Correctional Facilities. Please see **Exhibit B** for more details.

- 4.3** How does applicant plan to conduct service, maintenance and repairs on equipment?

Smart Communications has their own employees to service the equipment and will also if required contract with the necessary technical personnel to handle repair and maintenance issues. The Applicant's underlying carrier will monitor its network twenty-four (24) hours per day for all potential network problems.

- 4.4** Identify and describe fully the qualifications of the technician(s) responsible for the maintenance and repair of the system.

All of Smart Communications' technicians have significant experience in the telecommunications industry, specifically working with the various pieces of equipment Smart Communications will be deploying at their Alabama facilities.

SECTION 5
Tariffs

- 5.1 Each applicant shall file tariffs outlining the terms, conditions, rates, fees and collections methodologies that are applicable to the provision of Inmate Phone Service in the State of Alabama.**

The Applicant's tariff is attached as Exhibit C.

- 5.2 When the company makes changes in the rules and regulations, or other provisions of the tariff, to include client specific tariffs, an official tariff filing shall be made to the Alabama Public Service Commission, addressed as follows:**

Secretary
Alabama Public Service Commission
P.O. Box 304260
Montgomery, Alabama 36130

For Overnight Delivery:

Secretary
Alabama Public Service Commission
RSA Union Building
100 North Union Street
Suite 850
Montgomery, Alabama 36104

SECTION 6
Inmate Phone Service (IPS) Rules and Relevant Orders

- 6.1 Please refer to the following Alabama Public Service Commission rulings and orders, accessed on the Commission website, relevant to the provision of Inmate Telephone Service:

Docket 30632: Inmate Phone Service and the Telecom Act of 2005, Generic Proceeding

Docket 15957: Generic Proceeding Considering the Promulgation of Telephone Rules Governing Inmate Phone Service (see also, Order to Correct Erratum and for Clarification) under Docket 15957

Docket 19278 and 20326: COCOT Toll Decrease Authority

Docket 22502: Investigation of operations at Bullock County Correctional Facility

- 6.2 Applicant must pay the annual inspection and supervision fee as required under Section 37-2-41, Code of Alabama 1975.
- 6.3 Applicant understands and agrees that the Commission will be informed of any change in ownership, contact person, or any changes in names or addresses contained herein within thirty (30) days of such change.
- 6.4 Applicant will file annually, no later than June 1 of every year, a list of current access lines, locations and contact termination dates for all facilities served by the provider of Inmate Phone Service.
- 6.5 Applicant understands that the filing of this application does not constitute operating authority in the State of Alabama and will submit additional materials as the Commission may require.
- 6.6 Applicant hereby affirms that he/she will provide Inmate Phone Service in compliance with all applicable Alabama Public Service Commission orders and rulings. Furthermore, as required by the Alabama Public Service Commission, Telephone Rule T-13 (Transfers and Acquisitions), the Commission shall be notified of any changes in names or addresses contained herein, within thirty (30) days of such changes.



(Signature of Applicant)

June 24, 2019

(Date)

**Application of
Smart Communications Holding, Inc.**

Exhibit A
Articles of Incorporation

and Alabama Secretary of State Certification

John H. Merrill
Secretary of State

P.O. Box 5616
Montgomery, AL 36103-5616

STATE OF ALABAMA

I, John H. Merrill, Secretary of State of Alabama, having custody of the Great and Principal Seal of said State, do hereby certify that

pursuant to the provisions of Title 10A, Chapter 1, Article 5, Code of Alabama 1975, and upon an examination of the entity records on file in this office, the following entity name is reserved as available:

Smart Communications Holding, Inc.

This name reservation is for the exclusive use of Iris Mennens, 151 Southhall Lane, Suite 450, Maitland, FL 32751 for a period of one year beginning May 23, 2019 and expiring May 23, 2020



RES841349

In Testimony Whereof, I have hereunto set my hand and affixed the Great Seal of the State, at the Capitol, in the city of Montgomery, on this day.

May 23, 2019

Date

John H. Merrill

Secretary of State

**Electronic Articles of Incorporation
For**

P14000102324
FILED
December 29, 2014
Sec. Of State
cgolden

SMART COMMUNICATIONS HOLDING, INC.

The undersigned incorporator, for the purpose of forming a Florida profit corporation, hereby adopts the following Articles of Incorporation:

Article I

The name of the corporation is:

SMART COMMUNICATIONS HOLDING, INC.

Article II

The principal place of business address:

4522 N. B STREET
TAMPA, FL. 33609

The mailing address of the corporation is:

4522 N. B STREET
TAMPA, FL. 33609

Article III

The purpose for which this corporation is organized is:

ANY AND ALL LAWFUL BUSINESS.

Article IV

The number of shares the corporation is authorized to issue is:

10,000

Article V

The name and Florida street address of the registered agent is:

ALEXIS K LOGAN
515 E. LAS OLAS BLVD.
SUITE 120
FT. LAUDERDALE, FL. 33301

I certify that I am familiar with and accept the responsibilities of registered agent.

Registered Agent Signature: ALEXIS LOGAN

P14000102324
FILED
December 29, 2014
Sec. Of State
cgolden

Article VI

The name and address of the incorporator is:

ALEXIS LOGAN
515 E. LAS OLAS BLVD.
SUITE 120
FT. LAUDERDALE, FL 33301

Electronic Signature of Incorporator: ALEXIS LOGAN

I am the incorporator submitting these Articles of Incorporation and affirm that the facts stated herein are true. I am aware that false information submitted in a document to the Department of State constitutes a third degree felony as provided for in s.817.155, F.S. I understand the requirement to file an annual report between January 1st and May 1st in the calendar year following formation of this corporation and every year thereafter to maintain "active" status.

Article VII

The initial officer(s) and/or director(s) of the corporation is/are:

Title: P
ALEXIS K LOGAN
4522 N. B STREET
TAMPA, FL. 33609

Title: VP
JAMES P LOGAN
4522 N. B ST.
TAMPA, FL. 33609

Title: S
ALEXIS K LOGAN
4522 N. B ST.
TAMPA, FL. 33609

Title: T
JAMES P LOGAN
4522 N. B ST.
TAMPA, FL. 33609

Article VIII

The effective date for this corporation shall be:

12/24/2014

**Application of
Smart Communications Holding, Inc.**

Exhibit B

Capabilities, features and specifications of the system to be installed.

NEXUS INMATE TELEPHONE SYSTEM (ITS)

Smart Communications' Nexus Inmate Telephone System (ITS) is a state of the art, web-based system designed to provide Correctional Facilities with the essentials in inmate call control.

The Nexus ITS advanced features provide a flexible system for controlling inmate calls, reducing fraud, and providing advanced investigative features and extensive reporting capabilities. The system is designed to adapt to the needs of Correctional Facilities.

The Nexus Inmate Phone System is a highly-reliable centralized solution utilizing carrier grade collocation facilities. The core of the ITS switch is a highly-reliable and field-proven software architecture that has been designed to provide a robust and scalable platform for telecommunications. The ITS is comprised of one or more switching modules and a series of redundant server modules. Server modules provide the switch with access to database operations such as PIN and allowed number lists as well as billing and validation functions. Using this redundant architecture, the ITS can keep calls in progress up through a server outage. The unique nature of the VoIP switching model is that a failed switch or recording modules can be offloaded to any one of the other operating switches or recording modules.

The Nexus ITS is deployed in redundant carrier grade data centers to ensure maximum uptime as well as access to carrier data and voice facilities. The data centers equipped with redundant power and generator backup provide a secure, conditioned environment that is monitored 24/7. Calls from the Correctional Facility are backhauled over a Virtual Private Network (VPN) using Voice Over IP (VoIP) to the data center using redundant high-speed connections provided by Tier 1 broadband backbone providers. Calls are routed through the ITS then out to the Public Switched Telephone Network (PSTN) over redundant high-speed networks. The ITS network is designed to perform consistently with the highest levels of availability and easily scales to accommodate new sites and services and is monitored around-the-clock ensuring the highest performance is achieved.

THE NEXUS ITS FACILITY MANAGER - is a customer friendly web-based, menu driven Windows application that will allow staff with appropriate security privilege access to the Nexus ITS from anywhere there is an internet connection. From a single log-in, users can complete all their tasks quickly any easy whether they're on location or off-site from anywhere there is an internet connection.

The Facility Manager allows for a Correctional Facility administrator to assign new users and their permissions. This level of security will have the capability of assigning specific user permissions to each username/password programmed into the system. The system will allow unlimited flexibility allowing each function in the system to be assigned to a specific username and password for different levels of security clearance. Each level can be allowed, not allowed, or allowed access only for a specific schedule of hours of the day and certain days of the week. This functionality is an example of allowing access to an outside agency or for limiting specific Correctional Facility staff access to only hours when they are at work and provide other agencies administrative rights to add and delete personnel that have access to the system instantaneously. All activity on the Facility Manager is logged in the system audit logs. Internet access is secured further by hosting the Facility Manager using secured access HTTPS protocol.

NEXUS ITS KEY FEATURES

The Nexus ITS provides all the security, control and investigative features requested in this RFP and more. A summary of these standard features is offered below: Voice biometrics

- Patented 3-way call detection

- Integrated voice recording
- Live monitoring
- Detailed Call Records
- Positive DTMF call acceptance
- Cut-off keys for phone shutdown
- Flexible telephone service scheduling
- Call duration timing
- Call limits by usage and frequency
- Personal Identification Numbers (PINs)
- Allowed destination numbers by PIN (PAN)
- Call Branding & customizable announcements
- Multiple language support
- Automated operator services
- Tiered security access control
- Detailed system operation logs and reports
- Call allow tables
- Call restriction tables
- Remote called party blocking
- Call duration timing
- Free call capabilities
- Indigent Calls
- Multi Facility support
- Programmable speed dialing
- Blended debit/collect calls
- Inmate to inmate communications detection
- Voicemail

FRAUD MANAGEMENT

The Nexus ITS provides a wide array of editable fraud and call control capabilities to prevent fraud. Below is a brief summary of the proven security, fraud preventive and investigative features of the Nexus ITS that are available to Correctional Facilities:

- Outgoing calling only, no inbound calls allowed
- Automated operators only - no access to live operators
- Username and Password protected system administration and investigative interfaces
- The detection and prevention of 3-way calling
- The detection and prevention of extra dialed digits, switch-hooks, etc.
- Positive acceptance by the called party
- Called party can add their number to system-wide blocks
- Approved Number Calling List
- The ability to require inmate PIN to make calls
- Biometric voice identification
- The ability to inform the called party that the call is from correctional facility
- Software-controlled shutdown of telephones
- The ability to block numbers such as 8xx, 9xx, 411, etc.

- The ability to unblock any blocked numbers
- Live monitoring of calls without detection by either party
- Retrieval and playback of call recordings.

INVESTIGATIVE TOOLS

The Nexus ITS includes a variety of highly valuable investigative tools that are designed, engineered and managed in-house by Smart Communications employees. All our investigative solutions are fully-integrated into our Nexus ITS and leverage the real-time system communications infrastructure to make live operation of all applications possible. There is no need to export or transfer data between systems. Following is an overview of the Nexus ITS investigative tools:

Call Recordings - The Nexus ITS incorporates an integrated recording system permitting seamless recording on all non-privileged calls. The Nexus ITS can record every call placed through the system and stores those recordings on-line to be available for immediate playback at any time. Recording can be configured on the inmate PIN, called numbers and by inmate station. If any of these is set to not record the Nexus ITS will not record the call. Additionally, in the event that an attorney has accepted calls before informing the facility that the number should be marked as privileged the Nexus ITS will automatically delete any recordings made previously as soon as the number is marked as privileged.

All storage in the Nexus ITS is in our data center on redundant storage units. These storage systems can scale dynamically with no limitation on total capacity. Our software systems do not impose a limit on the number of inmate records or call retail records which can be stored. Smart Communications will provide enough storage for all call recordings for the full term of the contract. All Call recordings will remain online and immediately available.

Call recordings are accessed through the Nexus Facility Manager. No additional hardware or software is required for recording archival and playback of telephone calls. Any computer with access to the internet can securely log into the Facility Manager and those users granted appropriate permissions will have access to playback, download and transfer recordings to digital storage.

Recordings can be downloaded in mp3 format which will compress the file as much as traditional file compression software. Groups of call recordings can be assembled into download sets to help track calling activity and help with investigations. When using download sets all recordings are downloaded without requiring the user to download each recording separately. Additional capabilities of download sets include sharing the set with other staff or investigators removing the need to download recordings and sending CD-ROMs from the facility.

The Nexus ITS provides simple point-and-click access to download recordings and transfer to alternative mobile media for portable storage, such as CD, DVD, or USB Flash Drive storage devices. System users may download one or a group of recordings and retain all pertinent call detail information with the recordings, for ease of use at alternate locations.

Live Monitoring - Our Nexus ITS Live Monitoring solution provides excellent detection of fraudulent calling activity. Live Monitoring provides real-time knowledge about calls being placed on the ITS. With this information, watches can be set up for investigators to monitor live calls and listen for potential fraudulent calling activity. This feature alerts an investigator when a call is in progress and identifies the location of the phone being used. The notification is fast enough to allow Correction Facility staff to quickly and positively identify the caller, which allows for the best defense and protection of the public.

Live Monitoring offers a range of features and tools for listening to and investigating calls. The solution allows Correctional Facility staff to customize the views and functions to meet individual needs. The toolbar buttons and menus have been designed so that users can obtain the information they need easily and quickly.

Key Features:

- Send and stream live calls to investigators' mobile phones and devices
- Monitor real-time call activity
- View active calls in progress
- View calls made on your system
- Monitor potential fraudulent calls through watches
- Create watches based on criteria that you determine
- Receive e-mail, audio, and visual notification of triggered call watches
- View call information when not listening
- Retrieve reports of past call alerts

Investigate Interface - The Nexus ITS Investigate Interface Platform provides a secure interface between the corrections facility and external law enforcement agencies. The Investigate Interface solution is designed to aid facility staff with the task of tracking and managing assets for specific incidents or individuals. The Investigate Interface platform allows for the creation of new "cases" by system administrators.

Once a case is created, users can publish various digital case-note assets to the case. Assets include call detail records, call recordings, voicemail messages, electronic documents, scanned paper documents, images, text data entries, and more. The system allows county staff to share the digital case-note assets with investigators to track important details and information. Staff can do a text search of all case-note assets. All assets are accessible from a standard web browser.

Investigators can choose who can access the information stored in case files. It can be private, shared or public. Private allows only the investigator to see the information. Shared allows anyone within the facility to access and read the information, and public would allow any facility within the domain to have access.

NEXUS ITS REPORTING AND AUDIT FEATURES

Smart Communications will provide Correctional Facility's access to comprehensive reports including the ability to create reports specific to Correctional Facility needs and/or request the creation of additional reports. The systems can provide accurate, web-accessible, real-time and historical reports related to, but not limited to, call activity, frequently dialed numbers, three-way call attempts, and destination numbers dialed by more than one PIN. Routine CDRs are configurable according to Correctional Facilities' preference, and include information such as origination location, date/time of call, destination number, type of call (Local, IntraLATA, InterLATA, InterState or International), duration of call in minutes, reason for disconnecting, and total cost billed to customer. CDRs obtained throughout the system include a header or cover sheet which specifies the information queried to generate the report. Reports are configured to use Correctional Facilities terms for locations. Reports can be exported in pdf, Excel, and CSV formats.

The platform provides a comprehensive User Activity Log report that tracks every event performed on the system. Reports may be generated for specific users for designated periods of time. The report identifies each user, date, time of log-in, and activities performed. Clicking on the paper

clip icon at the right-hand side of the log will show a pop-up window that highlights specific user actions performed.

NEXUS ITS BILLING & PAYMENT OPTIONS

Smart Communications offers a variety of calling options for inmates to stay in touch with their family and friends. In addition to traditional Collect Calling Smart Communications offers several alternative billing options that include PrePaid Collect, Pin Debit, and Debit Cards. The Nexus ITS can be programmed to permit the first call attempt to complete and will provide the called party with immediate access to customer service representatives and account setup. Information of these options are provided below.

Collect - Depending on the friend or family member's local telephone service provider, they may be eligible to pay for collect calls from inmates using this method. All collect call attempts are authenticated using our real time LIDB validation process to determine if the call can be billed by the called party's local telephone service provider. If the collect calls can be billed charges for will appear on friend or family member's local telephone bill. If a collect call is rejected by the validation process or has exceeded the monthly collect call threshold, the friends or family member has the option set up a prepaid collect account.

PrePaid Collect - Prepaid Collect (PPC) account provides an option for friends and family members to place money directly on their own personal phone number for inmates to call them. The PPC is most advantageous for the individual receiving the call because they are in direct control of how many calls and how much they want to spend in receiving inmate calls. Prepaid accounts are typically set up when they cannot make collect calls.

PIN Debit - Inmate PIN Debit accounts are inmate owned phone accounts that allow inmates to fund phone calls to numbers they want to call. Because the calls are funded by the inmate, there is no cost to the called party. An inmate's PIN Debit account can be funded by friends and family members or the inmate can transfer funds from their commissary account to their PIN Debit account. The inmate initiates the funds transfer from the commissary system and the transfer amount will be deducted from the inmate's trust or commissary account and added to his Inmate PIN Debit account.

Unlike prepaid collect accounts, the inmate owns his PIN Debit account and is not limited to calling only the numbers specified by friends and family members.

**Application of
Smart Communications Holding, Inc.**

Exhibit C
Tariff

INSTITUTIONAL
TELECOMMUNICATIONS TARIFF

of

Smart Communications Holding, Inc.

This tariff contains the descriptions, regulations, and rates applicable to the provision of intrastate automated operator assisted calling services for inmates and other incarcerated persons in Correctional or Confinement Institutions, by Smart Communications Holding, Inc. ("Smart Communications") within the State of Alabama. This tariff is on file with the Alabama Public Service Commission.

CHECK SHEET

Pages of this tariff, as indicated below, are effective as of the date shown at the bottom of the respective pages. Original and revised pages, as named below, comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

PAGE	REVISION		PAGE	REVISION	
Title	Original	*	21	Original	*
1	Original	*	22	Original	*
2	Original	*	23	Original	*
3	Original	*	24	Original	*
4	Original	*	25	Original	*
5	Original	*	26	Original	*
6	Original	*	27	Original	*
7	Original	*			
8	Original	*			
9	Original	*			
10	Original	*			
11	Original	*			
12	Original	*			
13	Original	*			
14	Original	*			
15	Original	*			
16	Original	*			
17	Original	*			
18	Original	*			
19	Original	*			
20	Original	*			

* - indicates those pages included with this filing.

TABLE OF CONTENTS

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Section 3 - Description of Service	20
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APPLICATION OF TARIFF

This tariff contains the regulations and rates applicable to the provision of intrastate automated operator assisted services by Smart Communications Holding, Inc. for use by inmates and other incarcerated persons in confinement institutions within the State of Alabama subject to the jurisdiction of the Alabama Public Service Commission.

EXPLANATION OF SYMBOLS

Changes to this tariff shall be identified on the revised page(s) through the use of symbols. The following are the only symbols used for the purposes indicated below:

- (C) - To signify a changed regulation.
- (D) - To signify a discontinued rate or regulation.
- (I) - To signify an increase in a rate or charge.
- (M) - To signify material relocated from one page to another without change.
- (N) - To signify a new rate or regulation.
- (R) - To signify a reduced rate or charge.
- (T) - To signify a change in text but no change in rate or regulation.

TARIFF FORMAT

- A. Page Numbering** - Page numbers appear in the upper right corner of the page. Pages are numbered sequentially, however, new pages are occasionally added to the tariff. When a new page is added between pages already in effect, a decimal is added. For example, a new page added between pages 14 and 15 would be 14.1.
- B. Page Revision Numbers** - Revision numbers also appear in the upper right corner of each page. These numbers are used to determine the most current page version on file with the Commission. For example, the 4th Revised Page 14 cancels the 3rd Revised Page 14. Because of various suspension periods, deferrals, etc., the most current page number on file with the Commission is not always the tariff page in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence** - There are nine levels of paragraph coding. Each level of coding is subservient to its next higher level:
- 2.
 - 2.1.
 - 2.1.1.
 - 2.1.1.A.
 - 2.1.1.A.1.
 - 2.1.1.A.1.(a).
 - 2.1.1.A.1.(a).I.
 - 2.1.1.A.1.(a).I.(i).
 - 2.1.1.A.1.(a).I.(i).(1).
- D. Check Sheets** - When a tariff filing is made with the Commission, an updated Check Sheet accompanies the tariff filing. The Check Sheet lists the pages contained in the tariff, with a cross-reference to the current revision number. When new pages are added, the Check Sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (*). There will be no other symbols used on this page if these are the only changes made to it (i.e., the format, etc. remain the same, just revised revision levels on some pages). The tariff user should refer to the latest Check Sheet to find out if a particular page is the most current on file with the Commission.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS

Access Line - An arrangement which connects the Subscriber's location to a Smart Communications switching center or designated point of presence.

Ancillary Service Charge – Any charge Consumers may be assessed for the use of Inmate Calling services that are not included in the per-minute charges assessed for individual calls.

Automated Collect Call - Calls billed to the called party that are completed through an automated call processing system. The automated system prompts the call originator and called party. The called party must accept charges for the call and is responsible for payment.

Called Party - The person, individual, corporation or other entity whose telephone number is called. The Called Party is responsible for payment of the charges for use of Smart Communications' automated collect service.

Company or Carrier – Smart Communications Holding, Inc., unless otherwise clearly indicated by the context.

Commission - The Alabama Public Service Commission.

Correctional or Confinement Institutions - Used throughout this tariff to refer to any type of confinement facility, including prisons, jails, work farms, detention centers or other facilities used for penalty or confinement purposes.

Customer or End User - The person, firm, corporation or other entity which uses Smart Communications' service and is responsible for payment of charges and compliance with the Company's tariff.

Inmates - The jailed or confined population of correctional or confinement institutions.

Inmate Phone Service (IPS) – A class of telecommunications service made available at an institution for use by inmates in making outbound, automated-collect-only or debit system calls. Call placement, recording and billing arrangements are performed without the assistance of a live operator.

Jail – A facility of a local, state or federal law enforcement agency that is used primarily to hold individuals who are (1) awaiting adjudication of criminal charges; (2) post-conviction and committed to confinement for sentences of one year or less; (3) post conviction and awaiting transfer to another facility. The term also includes city, county or regional facilities that have contracted with a private company to manage day-to-day operations; privately-owned and operated facilities primarily engaged in housing city, county or regional inmates; and facilities used to detain individuals pursuant to a contract with U.S. Immigration and Customs Enforcement.

LEC - Local Exchange Company.

SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS, (CONT'D.)

Prison – A facility operated by a territorial, state or federal agency that is used primarily to confine individuals convicted of felonies and sentenced to terms in excess of one year. The term also includes public and private facilities that provide outsource housing to other agencies such as the State Departments of Correction and the Federal Bureau of Prisons; and facilities that would otherwise fall under the definition of a Jail but in which the majority of inmates are post-conviction or are committed to confinement for sentences longer than one year.

Smart Communications - Used throughout this tariff to mean Smart Communications Holding, Inc.

Subscriber - The correctional institution which contracts for Smart Communications' service. The Subscriber enters into an agreement with the Company for the provision of automated operator assisted telecommunications services for use by inmates or other incarcerated persons.

SECTION 2 - RULES AND REGULATIONS**2.1 Undertaking of Smart Communications Holding, Inc.**

Services and facilities are furnished for communications originating at correctional or confinement institutions within the state of Alabama. The terms of this tariff apply to intrastate calls.

Smart Communications provides for the installation, operation, and maintenance of the communications services and equipment as provided herein in accordance with the terms and conditions set forth under this tariff.

The Company's services and facilities are available twenty-four hours per day, seven days per week subject to restrictions imposed by the administration of the institution.

2.2 Limitations

- 2.2.1** The Company provides calling services to inmates and other incarcerated persons in Confinement/Correctional Institutions.
- 2.2.2** Service is offered subject to the availability of the necessary facilities or equipment, and subject to the provisions of this tariff.
- 2.2.3** The Company reserves the right to suspend or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.
- 2.2.4** The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- 2.2.5** All facilities provided under this tariff are directly or indirectly controlled by the Company and the Subscriber may not transfer or assign the use of service or facilities without the express written consent of the Company.
- 2.2.6** Service may otherwise be limited at the request of the institution's administration or by rules of the Commission to minimize fraud and maintain security and control over the inmate population.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.3 Use**

Services provided under this tariff may be used for any lawful purpose for which the service is technically suited, limited to the provisions of this tariff.

2.4 Liabilities of the Company

2.4.1 The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any other carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.

2.4.2 The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer, End User and Subscriber against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted, or used by the Company under this tariff; or for any act or omission of the Customer, End User or Subscriber; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use, or removal of equipment or wiring provided by the Company, if not caused by negligence of the Company.

2.4.3 The Company shall not be liable for any defacement of or damages to the premises of a Subscriber or Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.

2.4.4 Except when a court of competent jurisdiction finds that gross negligence, willful neglect, or willful misconduct on the Company's part has been a contributing factor, the liability of the Company for any claim or loss, expense or damage (including indirect, special or consequential damage) for any interruption, delay, error, omission, or defect in any service, facility (including services and facilities involved in emergency calling activity) or transmission provided under this tariff shall not exceed an amount equivalent to the charge to the Customer or Subscriber for call or facility usage during which such interruption, delay, error, omission or defect occurs.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.5 Deposits

The Company does not require deposits.

2.6 Terminal Equipment

Company-provided facilities and service may be used with or terminated in Company provided terminal equipment or communications systems. Such terminal equipment shall be furnished and maintained under contract between Smart Communications and the Subscriber. When such terminal equipment is used, the equipment shall comply with the generally accepted minimum protective criteria standards of the telecommunications industry as endorsed by the Federal Communications Commission.

2.7 Taxes

Unless otherwise specified, all state and local taxes (e.s. municipal utilities tax) are not included in the quoted rates.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.8 Payment for Service

2.8.1 Payment for Service

The Customer is responsible for payment of all charges for services furnished to the Customer or to an end user of the Customer by Smart Communications. All charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments (such as a local exchange company).

2.8.2 Disputed Charges

For charges billed through the Customer's local exchange carrier, notice from the Customer of disputed charges must be received in writing by the Company within ninety (90) days after the date of the bill is issued. Otherwise, all charges will be considered correct and binding on the Customer.

The Company will promptly investigate and advise all billed parties as to its findings concerning disputed charges. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

A. Customer Complaints, Billing Disputes and/or Tariff Inquiries

Customer inquiries or complaints regarding service or billed charges may be made in writing or by telephone to the Company at:

Smart Communications Holding, Inc.
10491 72nd Street
Seminole, FL 33777
Toll Free Customer Service: (888) 253-5178
Email address:

If the Customer is unable to resolve any dispute with the Company, then the Customer may file a complaint with the Commission at:

Alabama Public Service Commission
100 N. Union Street, Suite 850
Montgomery, AL 36130

For Tariff Inquiries please contact:

Terry Whiteside
10491 72nd Street
Seminole, FL 33777
(941) 799-1586

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.8 Payment for Service, (Cont'd.)

2.8.3 Validation of Credit

The Company reserves the right to validate the creditworthiness of Customers and billed parties consistent with Alabama rules and to establish a maximum predetermined credit amount. Where a requested billing method cannot be validated or maximum credit amount established, the Company may require establishment of a prepaid account.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.9 Refusal or Suspension by Company

2.9.1 The Company may refuse or suspend service for any of the following reasons:

- A.** For failure of the Customer to pay for service when it is due.
- B.** For failure of the Customer to make proper application for service.
- C.** For Customer's or Subscriber's violation of any of the Company's rules on file with the Commission.
- D.** For failure of the Subscriber to provide the Company reasonable access to its equipment and property.
- E.** For Subscriber's breach of the contract for service between the Company and the Subscriber.
- F.** For a failure of the Subscriber to furnish such service, equipment, and/or rights-of-way necessary to serve said Subscriber as shall have been specified by the Company as a condition of obtaining service.
- G.** When necessary for the Company to comply with any order or request of any governmental authority having jurisdiction.
- H.** In the event of fraudulent use of the service.
- I.** In the event of tampering with the Company's equipment.
- J.** In the event of a condition determined to be hazardous to the Customer or Subscriber, to other Customers of the Company, to the Company's equipment, the public, or to employees of the Company.
- K.** In the event of a Customer's use of equipment in such a manner as to adversely affect the Company's equipment.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.10 Call Restrictions**

Calling capabilities may be restricted by the administration of the correctional or confinement institutions. The following types of calls will be blocked: directory assistance, 0-, 700, 800, 900, 976, 950, 10XXX, 1+ sent paid, third number billed, credit card and local direct. The institution may block calls to specific telephone numbers and may limit calling service to pre-approved telephone numbers only. Call duration may be limited by the institution.

Services provided by the Company are available to inmates of confinement facilities in accordance with facility-authorized programs. The Company may request that the confinement facility adopt, as part of its program, terms that enable the Company to collect the charges for all inmate calls, including without limitation, the blocking of calls by the Company to certain telephone numbers when the amount charged to such a telephone number exceeds a predetermined amount or becomes past due.

2.11 Inspection, Testing and Adjustment

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance.

2.12 Refunds**2.12.1 General**

Upon a Customer's request, unused prepaid ICS balances shall be refunded to the Customer except for balances of less than \$1.00, which shall be considered de minimis. All such de minimis amounts shall be aggregated and remitted to the Treasurer, State of Alabama in accordance with Alabama's Uniform Disposition of Unclaimed Property Act.

When the Company ceases providing service to a particular confinement facility, it will issue refunds to all inmate debit account (including inmate calling card) customers. Such refunds shall be issued automatically, whether or not a customer requests a refund, in accordance with the process described below.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.12 Refunds (Cont'd.)****2.12.2 When Due**

- A. For inmate prepaid debit ICS (including inmate calling card) accounts, refunds become payable upon:
1. The inmate's release from custody; or
 2. Upon the inmate's request for refund; or
 3. Barring the release of the inmate or a request for refund, three (3) months after the last Customer generated debit or credit to the account.
- B. For prepaid ICS accounts wherein the Customer is a non-inmate, refunds become payable upon:
1. The Customer's request for refund; or
 2. Barring a request for refund, three (3) months after the last customer generated debit or credit to the prepaid account.

2.12.3 Handling of unclaimed property

In accordance with Alabama's Uniform Disposition of Unclaimed Property Act, unused prepaid ICS balances shall be held for one-year after the refund becomes payable. During this period, the Company shall continue to honor customer refund requests. If one (1) year elapses from the time the refund becomes payable, the refund shall be considered unclaimed and will be remitted to the Treasurer, State of Alabama, in accordance with their submission requirements.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.12 Refunds (Cont'd.)

2.12.4 Refund Procedures

- A. When an inmate is released from custody, debit refund cards are provided to the inmate, so they may request a refund of unused prepaid debit account balances and unused prepaid card balances. The refund cards contain their current address information and once received, the Company will mail a refund check to the inmate.
- B. For prepaid ICS accounts wherein the Customer is a non-inmate, refunds shall be issued via credits to the Customer's debit/credit card if that payment method was used by the Customer. For accounts where credits to the Customer's debit/credit card is no longer possible or where the Customer used an alternate payment (funding) method, refunds will be issued by check to the address on file.
- C. Refunds to any class of Customers using prepaid telephone calling cards are not applicable.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)**2.13 Prepaid Inmate Calling Cards****2.13.1 General**

- A. Upon a facility's request, the Company may provide the option to purchase prepaid inmate calling cards for resale to inmates. Prior to the transfer of cards to the facility, the Company shall permanently and prominently affix the face value to prepaid inmate calling cards. The face value is the inmate's purchase price for the card.
- B. The Company shall redeem prepaid inmate calling cards for call minutes on the basis of the face value of the calling card divided by the Commission's maximum debit call rate applicable to the facility.
- C. The Company shall suspend sales of prepaid inmate calling cards to facilities that are known or suspected of reselling the cards in excess of the card's face value.
- D. The Company shall, at no charge to the inmate, restore the unused prepaid calling card balance associated with lost, stolen, or unusable calling cards and shall transfer any unused balance remaining on a prepaid calling card to a prepaid inmate calling card subsequently purchased by the inmate.

2.13.2 Refund Procedures

The Company shall, at no charge to and by request of the inmate, refund any unused balance on prepaid inmate calling cards.

- A. The Company shall establish an expiration date for prepaid inmate calling cards of six (6) months after the date of card purchase by the inmate. Nevertheless, the Company shall transfer any unused balance on expired cards to cards subsequently purchased by inmates or shall otherwise refund the unused prepaid balance on the card.
- B. Prepaid Inmate Calling Card refunds shall be based on the unused portion of the inmate's purchase price for the card (face value) without any adjustment for the discount arrangement between the provider and the facility.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.13 Prepaid Inmate Calling Cards (Cont'd.)

2.13.3 Handling of unclaimed property

In accordance with Alabama's Uniform Disposition of Unclaimed Property Act, any unused balances associated with prepaid inmate calling cards not transferred to a calling card subsequently purchased by the inmate or for which the refund due the inmate is unclaimed, shall be considered unclaimed and will be remitted to the Treasurer, State of Alabama, in accordance with their submission requirements.

SECTION 2 - RULES AND REGULATIONS, (CONT'D.)

2.14 Wireless

2.14.1 General

Upon determining that a wireless customer being called by an inmate has no current account set up, or has no funds available to accept the call, the Company's system will redirect the call to Customer Service. The Customer Service representative will then explain the applicable service and payment options to the customer.

SECTION 3 - DESCRIPTION OF SERVICE

3.1 General

Service is offered to inmates and other incarcerated persons in correctional or confinement facilities for outward-only calling. Collect calls may be billed to residential or business lines. Billing information will be validated.

3.2 Timing of Calls

- 3.2.1** Long distance usage charges are based on the actual usage of The Company's network. Timing of a call begins when the called party accepts the charges for the call. Positive response for acceptance of a call is required. A call will be terminated within five (5) seconds from the last message given if no positive response is received.
- 3.2.2** Chargeable time for a call ends upon disconnection by either party.
- 3.2.3** The minimum call duration and initial period for billing purposes is one minute.
- 3.2.4** Unless otherwise specified in this tariff, for billing purposes usage is measured and rounded to the next higher full minute. Usage charges are computed and rounded up to the nearest penny on a per call basis.
- 3.2.5** No charges apply for incomplete calls or for calls to called parties who do not accept the charges for the call. Smart Communications will terminate a call if the called party does not accept responsibility for the charges. If a Customer believes he or she has been incorrectly billed for an incomplete call, the Company will, upon notification, investigate the circumstances of the call and issue a credit when appropriate.

SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.3 Institutional Automated Collect Service

Institutional Automated Collect Service is provided for use by inmates and other incarcerated persons in Correctional Institutions within the state of Alabama. Interstate service is offered in conjunction with intrastate service.

Service may be limited by the administrators of the institutions as to availability, call duration or calling scope. Calls are billed to the Called Party. The Called Party must actively accept charges for the call. Unless otherwise specified, a per-call service charge and usage rates apply to each call. Calls are billed in full minute increments.

Institutional Automated Collect Service allows inmates to make collect calls to terminating locations anywhere within in the state. An automated system prompts the caller and the called party through recorded instructions. The called party must accept responsibility for payment of the charges by dialing the designated digit for acceptance. If a call is not accepted within five (5) seconds of the automated voice recording prompt, the automated recording is replayed a second time. If an acceptance digit is not received five (5) seconds after the second recording is completed, the call is automatically terminated.

Use of the automated collect calling service is subject to the rules and regulations of the Commission and the institution's administrative restrictions.

SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.4 Prepaid Institutional Calling Services

3.4.1 General

Prepaid Institutional Calling Services provide alternative payment arrangements for inmates in Confinement Institutions. Prepaid Institutional Calling Services are available 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Confinement Institutions. No minimum service period applies.

Network usage for Prepaid Institutional Calls is deducted from the Available Usage Balance in full minute increments. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment.

The called party is automatically informed of the Available Usage Balance remaining in the Prepaid Account prior to acceptance of the call. Network usage is deducted from the Available Usage Balance in the account on a real time basis as the call progresses. A reminder message is also provided when the account balance has one minute of usage remaining. All calls must be charged against an account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the account is insufficient to continue the call.

Payment for Prepaid Institutional Calling Services and any Available Usage in the Prepaid Account is refundable upon request by the called party. Refunds shall be made in accordance with the Refund Procedures outlined in Section 2.12.4.

Two options are available with Prepaid Institutional Calling Services. The first option, the Prepaid Debit Account, allows the inmate to set up his/her own prepaid account at the Confinement Institution; the second option, Prepaid Collect Service, allows the Called Party who receives collect calls from inmates to set up his/her own prepaid account.

SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)**3.4 Prepaid Institutional Calling Services, (Cont'd.)****3.4.1 General, (Cont'd.)****A. Prepaid Debit Account**

Institutional prepaid debit service allows an inmate to purchase a card or deposit funds into an account. Debit cards or Debit accounts may be funded in any amount subject to the requirements or restrictions of the Confinement Institution. To place a call, the inmate enters a specified Personal Identification Number (PIN) and dials the desired telephone number.

The Company's system automatically informs the caller of the Available Usage Balance remaining in the Prepaid Account and provides prompts to place the call by entering the destination telephone number. Network usage is deducted from the Available Usage Balance in the account following completion of the call and after it is rated.

Refunds of remaining balances in a Debit Card or Debit Account are refundable upon request, typically after release of the inmate from the Institution. The Available Usage Balance expires six months from the date the last call is made on the account or card. No refunds of unused balances will be issued after the expiration date.

B. Prepaid Collect Service

Institutional Prepaid Collect provides an alternative payment arrangement for inmates in Confinement Institutions. This service enables end users to receive calls originating from confined persons and who cannot or who do not wish to have such calls billed through their own local exchange service provider.

An Institutional Prepaid Collect account is set up by the Company for the Customer who receives collect calls from an inmate in a confinement facility. Once an account is established, all collect calls from the confinement facility to the telephone number (s) associated with the account are processed real-time and posted to the account. If the payment into the account is provided via the Customer's credit card, credit verification procedures are carried out under the terms specified in Section 2. The Company does not engage in direct monetary transactions with the inmate. Accounts may be replenished.

SECTION 3 - DESCRIPTION OF SERVICE, (CONT'D.)

3.4 Prepaid Institutional Calling Services, (Cont'd.)

3.4.1 General, (Cont'd.)

B. Prepaid Collect Service, (Cont'd.)

Network usage is deducted from the Available Usage Balance in full minute increments on a real time basis as the call progresses. All calls must be charged against an Account that has sufficient available balance. Calls in progress will be terminated by the Company if the balance on the Account is insufficient to continue the call. Customers are responsible for contacting the Company's Customer Service Department to obtain the Available Usage Balance remaining in the Account. For debiting purposes, call timing is rounded up to the nearest one (1) minute increment. Usage charges are computed and rounded up to the nearest penny on a per call basis.

Available Usage Balance in the Institutional Prepaid Collect Account is refundable upon request by the called party. Customers may choose to have their remaining balances refunded to a prepaid card that is available for use anywhere in the continuous USA. Check or credit card refunds are available if request is within 180 days of the last customer-initiated activity. After 180 days, refund requests of remaining balances will be transferred to a prepaid card and mailed to the customer. An Institutional Prepaid Collect account is deactivated when no customer-initiated activity occurs within 180 days following the last customer-initiated transaction. The Available Usage Balance never expires and is available for usage until the balance on the account is zero.

Institutional Prepaid Collect Accounts are available for use 24 hours a day, seven days per week. Access to telephone service by an inmate may be subject to time of day and usage restrictions imposed by individual Confinement Institutions. No minimum service period applies.

SECTION 4 - RATES

4.1 General

Each Customer is charged individually for each call placed through the Company. Customers are billed based on their use of the service. No fixed monthly recurring charges apply.

SECTION 4 - RATES, (CONT'D.)**4.2 Institutional Collect Service**

The following rates and charges apply to operator assisted collect calls placed by inmates in correctional institutions using the Company's service. The minimum call duration for billing purposes is one (1) minute. Additional usage is measured and rounded to the next higher full minute increment for billing purposes.

4.2.1 Rates

- A. Billed Collect calls
 - Prison: \$0.25
 - Jail: \$0.25

- B. Inmate Debit and Prepaid Collect calls
 - Prison: \$0.21
 - Jail: \$0.25

- C. Single Payment Call Billed by Wireless Carrier
 - Prison: N/A
 - Jail: N/A

- D. Single Payment Call Billed to Debit/Credit Card
 - Prison: \$6.00
 - Jail: \$6.00

- E. Prepaid Calling Cards Used for Refunds: \$0.10

SECTION 4 - RATES, (CONT'D.)

4.3 Ancillary Fees

4.3.1 Payment by debit/credit card online or telephonically via interactive voice response (IVR); or by cash or debit/credit card at the provider's kiosk:

\$3.00

4.3.2 Payment by debit/Credit card telephonically via a live agent:

\$5.95

4.3.3 Bill processing fee for collect calls billed by the call recipient's carrier:

\$3.00

4.3.4 Convenience Fee for transfers from the inmate's canteen/trust fund:

5% of amount transferred

4.3.5 Optional Paper Bill Statement Fee:

\$2.00

Smart Communications Holding, Inc. hereby affirms to the Commission that no ancillary fees other than those listed above are assessed to ICS customers in Alabama.